

**COUNTY OF BOTETOURT, VIRGINIA
PURCHASING OFFICE
REQUEST FOR PROPOSALS #01-5969
PUBLIC SAFETY SOFTWARE**

I. PURPOSE

The County of Botetourt, Virginia is requesting proposals from qualified vendors for the acquisition of a fully integrated public safety software system to include Computer Aided Dispatch, Records Management System, and Jail Management System. The objective of upgrading is to provide a faster and more capable software system than exists on the old hardware platform. The upgrade will provide the Botetourt County Sheriff's Office with a new software system to run in a Windows-based environment with a full Graphical User Interface.

The Botetourt County Sheriff's Office currently operates a consolidated communications center that dispatches sheriff, county-wide rescue associations and county-wide fire departments.

Proposals are requested from interested parties to furnish a "turnkey system." This includes all hardware, system software, wiring, application software, and related implementation services to make the proposed application software operational on the hardware and system software provided by the vendor. All companies submitting proposals must be fully capable of providing installation, training, support, and documentation for all application software.

II. PROPOSAL PREPARATION

The general conditions set forth herein apply for contractual services rendered to Botetourt County. All offerors are bound by these conditions. Further, these conditions and requirements become part of any contract awarded between Botetourt County and the successful offeror.

- 1) Proposals shall be signed by an authorized representative of the firm. All information must be submitted. Failure to submit all information requested may result in disqualification.
- 2) Proposals shall be prepared simply and economically, providing a straightforward, concise description of capabilities to satisfy the requirements of the RFP. Emphasis should be placed on completeness and clarity of content. All information submitted including prices should be typed so as to insure legibility. However, the firm's signature shall be handwritten in ink in order for the proposal to be considered.
- 3) Each copy of the proposal shall be bound or contained in a single volume where practical. All documentation submitted with the proposal shall be contained in a single volume.
- 4) This RFP and the firm's proposal, as amended by agreements between the County and the firm during any negotiating session will be incorporated into any resulting contract.
- 5) Any proposal submitted with corrections shall have the corrections initialed by the person who signed the original proposal. No proposal changes will be permitted after the opening. The unit price will prevail in the event an error is made in computing totals.

III. SPECIFIC PROPOSAL REQUIREMENTS

Proposals shall be as thorough and detailed as possible so the County may properly evaluate capabilities to provide the required services. Proposals must include the following:

- 1) Transmittal Letter signed by a representative authorized to contractually obligate the vendor
- 2) Management summary describing capabilities of the vendor
- 3) Company background
- 4) Detailed response to the RFP
- 5) References: Provide a list of all public safety agencies using their software in Virginia. The list should include client name, address, phone number, contact name, and list of the vendor's products being used
- 6) A description of support services and approach to enhancing their products and the customer's involvement in the process. The vendor shall supply a one-year support/maintenance plan on all software provided from the date of system acceptance.
- 7) Cost information for all hardware, system software, application software, implementation services, and on-going costs for the project.
- 8) Cost information for application software support options:
 - a. 8 hours per day, 5 days per week for full support services
 - b. 24 hours per day, 7 days per week for emergency service (when the CAD software is not operational or down)
 - c. 24 hours per day, 7 days per week for Jail support
- 9) Copies of all licensing agreements

IV. REQUIRED APPLICATION MODULES

Vendors must provide detailed specifications and pricing information for the following required modules and the related implementation services. Cost information should be provided for an outright purchase and with financing options of up to 3 years.

- a. Computer Aided Dispatch System
- b. Incident/Investigation Report
- c. FBI Standard Uniform Crime Reporting (UCR)
- d. Case Management
- e. Master Name and Vehicle Files
- f. UCR Property
- g. Property and Evidence
- h. Arrest and Warrants (Integrated mugshot functions)
- i. Calls for Service
- j. Field Interviews
- k. Mugshot System
- l. Officer Demographics
- m. Training Module
- n. Civil Processing

- o. Jail Management (Interface with Local Inmate Data System codes from the State of Virginia)
- p. Commissary
- q. Live Scan Interface

V. MANDATORY REQUIREMENTS

The following is a list of mandatory requirements that must be met for a vendor to be considered. The vendor must respond to each of the mandatory requirements providing proof and explanation of how their proposed products meet these requirements.

Microsoft NT 4.0 Workstation or Windows 98: All proposed software must be fully compatible with Microsoft NT 4.0 or Windows 98 and follow Windows standards. The vendor must provide proof that the proposed application software system is operational at multiple sites using Windows NT 4.0 Workstation or Windows 98.

Graphical Interface: All proposed software should provide a true Graphical User Interface.

Relational Database Management System: All proposed software must utilize a relational database management system compatible with Microsoft applications. **SQL server is the County's preference.**

Integrated with Microsoft Office Products: Data must easily be integrated to Microsoft's Office Products.

Minimum of Five Installed Sites: The proposed system must be installed in at least five sites. Successful vendor will be required to achieve the required State IBR reporting standard within 6 months of system acceptance.

Standard Product: The proposed software quoted and supported as a standard product from the vendor not as custom programming. However, must be willing and able to provide system customization where the County deems necessary.

Capacity: The proposed software must have the capability to support approximately 50 record users, 15 jail users, two mugshot capture stations, and 15 mugshot view users, 99,999 calls for service/year, 99,999 arrests/year, 99,999 booking/year and 99,999 offenses/year.

References: All vendors must provide a list of all their client references with installed software. Please provide the company name, contact person's name, their position, telephone number, address and what modules they have which are live and operational. This list should include users with the same software packages proposed, not DOS or character-based users.

Windows NT Server: All proposed software must run in a Windows NT Server environment.

CAD System: Must be able to provide meaningful and accurate reports for all phases of Fire, EMS, Police and general records, including standard reports such as response time, by agency, by shift, as well as ad-hoc reporting. Vendor must also agree to accurately populate applicable fields in the new CAD system, using a variety of sources, such as 10 codes and contact lists in

the existing CAD system and a street geo-file from the County's 911 mapping vendor. The successful bidder must also work with the County's 911 mapping vendor and E911 telephone service provider to develop an interface with each existing system.

TCP/IP Network: All proposed software must run in an industry standard TCP/IP environment so the County can additionally operate other TCP/IP based applications on the same network.

Live Scan Interface: The proposed software system must interface with the County's Live Scan System.

VI. IMPLEMENTATION SERVICES

The vendor should include a schedule and all costs to provide on-site training in implementation services that include:

1. Installation planning services to include a list of each party's responsibilities and a time line for each. The County's staff involvement must be stipulated in the proposal and the vendor must provide a project manager and assigned staff for the duration of the project. The County can review assigned staff and request a change prior to and during the project. The vendor will not change staff assigned with prior approval from the County.
2. Regular meetings to monitor and revise the project plan when necessary and agreed upon by the County. A formal change order process will be followed.
3. Installation of all application software on the server and workstations.
4. Certification that the installed application software is operational.
5. Provide "train the trainer" training for the personnel who will train all personnel, proving full functional understanding of the system. This training will comprise at least 6 classroom hours and 2 hours of hands-on instruction.
6. Provide training for the system administrator and/or supervisors, covering all aspects of CAD support file maintenance, file updating functions, and Jail staff including supervisory and administrative functions. This training will comprise at least 8 classroom hours with hands-on instruction.
7. Provide on site assistance when the installation goes live with the system.

The vendor will provide the classroom facility with all equipment necessary for the above listed training.

VI. SUBMITTAL INFORMATION

Sealed proposals will be received at the Botetourt County Purchasing Office until 3:00 p.m. on February 16, 2001 and then publicly opened and read aloud. This is a request for sealed proposals; therefore only the names of the individuals or organizations submitting proposals shall be read aloud. Five (5) copies of your proposal signed by an authorized representative must be addressed to: Botetourt County Purchasing Office, 2 East Main Street – No. 5, Fincastle, VA 24090. Proposals must be clearly marked "RFP #01-5969 – Public Safety Software" and be identified with the firm's name.

All comments and questions concerning this solicitation should be addressed as follows:

Technical Requirements

Bill Harlan
Management Systems Coordinator
1 W. Main Street – No. 1
Fincastle, VA 24090
(540) 473-8648

Procurement Requirements

Lindy Tenser
Purchasing Manager
2 East Main Street – No. 5
Fincastle, VA 24090
(540) 473-8331

Ownership of all data, materials, and documentation originated and prepared for the County pursuant to this RFP shall belong exclusively to the County and be subject to public inspection in accordance with the *Virginia Freedom of Information Act*. Trade secrets or proprietary information submitted by an offeror shall not be subject to public disclosure under the *Virginia Freedom of Information Act*; however, the offeror must invoke the protections of section 11-52D of the Code of Virginia, in writing, either before or at the time the data or other material is submitted. The written notice must specifically identify the data or materials to be protected and state the reasons why protection is necessary. The proprietary or trade secret material submitted must be identified by some distinct method such as highlighting or underlining and must indicate only the specific words, figures, or paragraphs that constitute trade secret or proprietary information. The classification of an entire proposal document, line item prices, and/or total proposal prices as proprietary or trade secrets is not acceptable and will result in rejection of the proposal.

Oral Presentation: Offerors who submit a proposal in response to this RFP may be required to give an oral presentation and demonstration of their proposal to Botetourt County. This provides an opportunity for the offeror to clarify or elaborate on the proposal. This is a fact finding and explanation session only. Botetourt County will schedule the time and location of these presentations. Oral presentations are an option of the County and may or may not be conducted.

VII. EVALUATION AND AWARD CRITERIA

An evaluation team comprised of Botetourt County employees will review and rate the proposals based on the following:

| DESCRIPTION | WEIGHT % |
|--|------------|
| Ability to support functional and operational requirements | 20 |
| System performance and reliability | 20 |
| Design features and user advantages | 10 |
| Cost | 25 |
| Qualifications and experience of firm and personnel | 10 |
| Support services | 15 |
| TOTAL | 100 |

Selection shall be made of two or more offerors deemed to be fully qualified and best suited among those submitting proposals on the basis of the evaluation factors included in the Request for Proposals, including price, if so stated in the Request for Proposals. Negotiations shall be conducted with the offerors so selected. Price shall be considered, but need not be the sole determining factor. After negotiations have been conducted with each offeror so selected, Botetourt County shall select the offeror which, in its opinion, has made the best proposal, and shall award the contract to that offeror. Botetourt County may cancel this Request for Proposals or reject proposals at any time prior to an award, and is not required to furnish a statement of the reasons why a particular proposal was not deemed to be the most advantageous (*Code of Virginia*, sec. 11-65D). Should the County determine in writing and in its sole discretion that only one offeror is fully qualified, or that one offeror is clearly more highly qualified than the others under consideration, a contract may be negotiated and awarded to that offeror. The award document will be a contract incorporating by reference all the requirements, terms and conditions of the solicitation and the contractor's proposal as negotiated.

VIII. TENTATIVE SCHEDULE OF EVENTS

| <u>Activity</u> | <u>Date</u> |
|---|---------------------|
| Advertise and Issue Request for Proposals | January 26, 2001 |
| Proposals Due | February 16, 2001 |
| Vendor Presentations/Demonstrations | March 5 – 16, 2001 |
| Negotiations | March 19 – 23, 2001 |
| Board of Supervisors Presentation | April 17, 2001 |
| Contract Award/Notice to Proceed | May 1, 2001 |

IX. ATTACHMENTS

General Terms and Conditions